## Support

If you need further help setting up trueCall then log in to the Internet Control Panel and click Support. You will find a lot of detailed information, plus answers to frequently asked questions, and known issues.

If you're still stuck then you can call us on 0844 804 4000, or email us either directly (*support@trueCall.co.uk*), or from the form at the control panel. We aim to respond to you within 1 working day.

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www.trueCall.co.uk

**Disposal instructions**

Waste electronic equipment should be separated from your normal household waste and taken to your local recycling centre for disposal, or back to where you bought the equipment.

Proper recycling of electronic equipment will help the environment and conserve natural resources.

Packaging material is recyclable

Patent Pending

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# trueCall™ Care

# Getting started guide

*Protecting vulnerable people from unwanted phone calls*

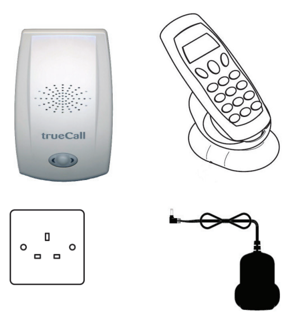


# Contents



**What you will need**

- trueCall Care unit and mains adaptor
- Telephone, or cordless phone base unit
- A free electric socket near the telephone
- The Caller ID service on the phone line (page 4)



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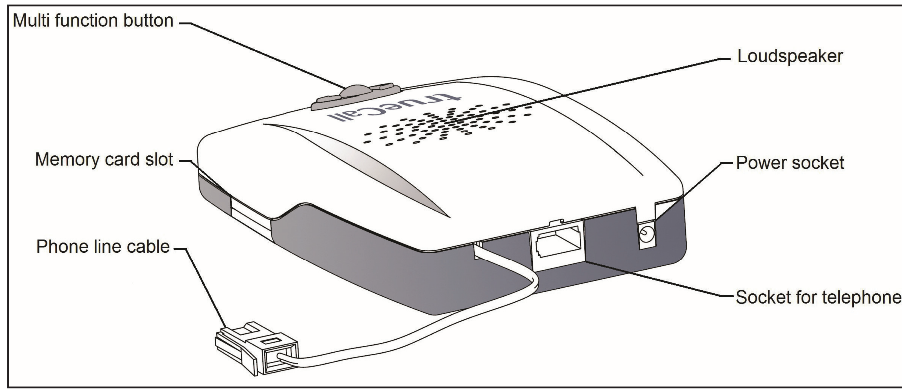
# Specification & Compliance

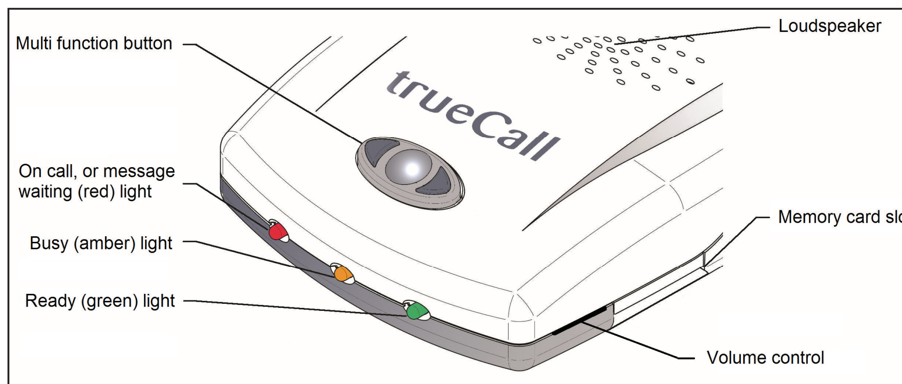
trueCall is designed to be connected to an analogue telephone line. In the event of a power failure calls may still be made and received by the telephone attached to trueCall.

Pins 1 and 6 of trueCall's telephone socket are reserved.

trueCall is designed for operation in the countries specified on the underside of the device. Country specific conditions have been taken in to account.

The CE mark attests to trueCall's compliance with the essential requirements of the R&TTE Directive.



# Voicemail

trueCall has a built-in voicemail system that can store 12 minutes of messages. It is turned off by default, but you can turn it on at the Internet Control Panel. If you turn it on it will answer any call that has been ringing for more than 30 seconds. The 30 second period can be changed - for example, your relative may need longer to get to the phone.

## Playing back messages

trueCall flashes its red light to tell you that you have new messages waiting - one flash for one message, two flashes for two messages, three flashes for three messages, or four flashes for four or more messages.

There are three ways to play back the messages - from the telephone, by pressing the button on the unit, or by dialling in from another location.

### Playback from the telephone handset

Pick up the telephone attached to trueCall, and when you hear the dial tone press trueCall's button (or dial '#✶'). trueCall tells you how many messages you have, and then plays them back one at a time. At the end of a message, or at any time during the playback of a message, you can choose delete, save or repeat the message. You can listen to the message details, ring the caller back, or if you have a trueCall Call Recorder memory card installed, you can archive the message to the card.

### Quick playback through the speaker

Press the trueCall button to quickly playback the messages through trueCall's speaker. Press the left button to save the message or the right button to delete it.

### Checking the messages from another location

Make a Remote Access call into the trueCall Care unit (page 18).



# Overview

While the telephone can be an essential lifeline, it can also bring problems for older and vulnerable people: they may be confused by telemarketing calls, agree to order products that they don't need, or be taken advantage of by unscrupulous sales people and scammers.

trueCall Care has been designed to protect vulnerable people by allowing such calls to be blocked before the phone even rings. trueCall Care offers three different profiles each giving a different level of protection, allowing you to meet the individual's particular needs as they develop.

The trueCall Care unit is connected between the phone and the telephone socket. It uses the Caller-ID service to compare the incoming call number to lists of trusted and/or barred callers. Depending on the profile you have selected, trueCall Care will either let the caller straight through, block them, or allow them access by entering a pre-arranged code.

Because they use their phone as normal the vulnerable person doesn't have to learn how to use trueCall Care, and may not even be aware that it is protecting them.

In addition to screening calls, trueCall Care has many other useful features:

- Off-hook warning
- Selective outgoing call barring
- Voicemail
- Personalisation of announcements
- Phone call recording (with optional Call Recorder card)

trueCall Care is quick and easy to set up and can be managed using the telephone handset or remotely (either by remote dial up or from the Internet Control Panel).

For simplicity we will refer to the vulnerable person as 'your relative' for the rest of this document.

# Setting up trueCall Care

Many people find it convenient to test-drive the unit in their own home first. This allows you to use the online access facility to populate the trusted and barred caller lists, personalise the various announcements, and familiarise yourself with trueCall Care's operation at your own pace. The unit can then be reinstalled in your relative's home with the minimum of fuss.

Installing trueCall is a six step process:-

1. Check that you have Caller-ID on the line
2. Connect the trueCall Care unit
3. Setup online access to manage the unit remotely
4. Select the appropriate profile, and put numbers onto the Trusted Callers list
5. Record a personal announcement
6. Check the operation of the trueCall Care unit

**1. Check that you have Caller-ID on the line**

Most telephone operators provide a caller identity (Caller-ID) service that delivers the telephone number of the person who is calling you along with their call. If the telephone has a display screen you can then see who is calling you before you pick up (you are probably familiar with this sort of service from your mobile phone).

trueCall needs the Caller-ID service switched on so that it can distinguish between calls from friends/family members, and other callers. In the UK some operators provide this free - though you will have to contact them to switch it on - other operators may charge a small monthly fee.

We strongly recommend that you test that the Caller-ID service is active on your relative's phone line (using a telephone with a display screen) before you install trueCall Care. If Caller-ID is not turned on, then the trueCall Care unit will not operate correctly.



***Contact history***

You can view details of incoming and outgoing calls here along with system messages and warnings. trueCall Care keeps a record of all the calls that are made and received, including incoming calls that are blocked and those that are not answered. It allows you to lookup unfamiliar numbers that you see listed to try to identify who has been calling.

For each call it shows the phone number, date, time and duration of the call and how the call was handled by trueCall.

***Options***

This page gives you access to a range of options and settings, and allows you to customise trueCall Care to meet your relative's exact needs. You can change the PIN and Callers Code to something more memorable, you can turn on or off certain trueCall Care features including scheduled Weblinks.

***My Account***

This holds your name and address details and preferences. It is best if these are your details rather than your relative's details. Please keep this up to date so that we can support you and keep in touch with offers and information about new features and upgrades.

***Support***

This has a wealth of information about trueCall with a list of frequently asked questions. You can also submit a support request to our team.

You can configure trueCall to perform Weblinks automatically. For example:-

- Every time the trueCall Care unit is powered up
- Whenever a call is made or received (this keeps the control panel up to date so that at any time you can see when your relative last answered or made a call)
- On a daily or weekly basis in the middle of the night. It is worth checking the calling plan as these calls will often be free at certain times
- During a regular Remote Access session you can tell trueCall to do a Weblink (page 16)
- You can configure trueCall to do an automatic Weblink immediately after each Remote Access - this allows you to force a Weblink just by making a Remote Access call

**Using the Internet Control Panel**

Once you have registered, performed a Weblink and logged in to the Internet Control Panel, you will see a screen with four options along the top - Home, Phone number lists, Contact history, and Options.

***Home***

This page carries useful information, hints and tips and news. It also gives a summary of calls made and received, and an analysis of incoming calls.

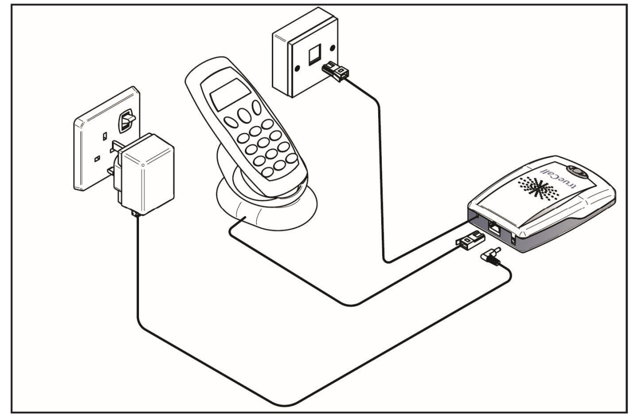
***Phone number lists***

This is where you can manage the Trusted Caller, Outgoing Call Barring, and Zap lists. You can add phone numbers and names to the lists, and import and export the lists.

As well as specifying individual numbers, you can specify number ranges using the Wildcard feature.



**2. Connect the trueCall Care unit**



(a) trueCall can operate from any telephone socket in the house - you may like to locate the trueCall Care unit out of sight so as not to cause any confusion for your relative. If they are not using trueCall's voicemail they will not need to see or use trueCall Care during normal operation (though it is a good idea if they can hear its speaker - page 12).

(b) Unplug the telephone's lead (or the telephone lead from the cordless phone base station) from the wall socket, and replace it with trueCall's telephone lead. *If you have broadband on the home phone line, you **must** plug trueCall's lead into a broadband filter/splitter.*

(c) Plug the telephone's lead (or the lead from the cordless phone base station), into the socket at the back of trueCall.

(d) Plug the mains adaptor into the power socket at the back of trueCall Care. The lights will flash for about a minute then stop with just the green light lit and trueCall will say “Ready”.

trueCall Care will work with a wide range of telephone equipment, including corded and cordless phones. If your relative needs a number of extensions in their house we recommend that they use a multi-handset cordless phone system so that trueCall Care can protect all the phones that are in use.

If your relative does have phones plugged into other extension sockets (not connected to trueCall) then:-

- These may give a short tinkle when a rejected caller's call arrives
- The extension phone will not ring if a caller gets through by entering the Shield Breakthrough Number or Callers Code (though the main phone will ring as normal).

Note that trueCall Care can protect up to 4 phones by plugging them into the back of trueCall using an adaptor.

**3. Setup online access to manage the unit remotely**

It takes just 5 minutes to register for the Internet Control Panel and perform a Weblink to synchronise the unit with the Internet Control Panel (page 19). Access to the Internet Control Panel is free for the first 12 months.

**4. Select the appropriate profile, and put numbers onto the Trusted Callers list**

The trueCall Care unit is initially set up with the Filter Profile. If you would like to use a different profile then select it now through the handset menu (page 14) or Internet Control Panel (page 19).

If you are using the Trusted Caller Only Profile we recommend that you set up the Trusted Callers list for your relative before you install the trueCall Care unit in their home (though you can add numbers at a later time). The easiest way of adding numbers to the list is through the Internet Control Panel, but you can also do it through the handset menu.

If you have used the Internet Control Panel then be sure to do a Weblink (page 19).

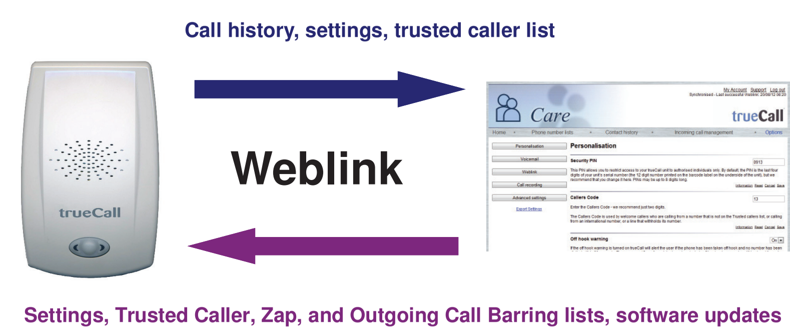


If you have access to the Internet then you may find trueCall's Internet Control Panel useful (www.truecallcontrol.co.uk). It is a secure web page that you access using your own personal user name and password. You can change trueCall's settings, add and delete items from the phone number lists, and review details of the calls that have been made and received. Access to the control panel is free for the first year after which there is a small annual charge.

Before you use your Internet Control Panel for the first time you need to register your trueCall unit at www.trueCallControl.co.uk. Click on 'Register' - you are asked for your name, email address and your unit's serial number (printed on the bottom of your unit), and you can choose a user name and password.

**Weblink -** Weblink is the process by which the trueCall Care unit synchronises with the Internet Control Panel by dialling up our server in London (a standard 0208 number). Weblink calls generally last less than a minute (though the first Weblink after installation may take a few minutes).

You can perform a manual Weblink at any time by pressing down trueCall's button and holding it down for two seconds. Wait for it to 'beep' then release the button.




**Weblink makes sure that the trueCall Care unit and the Internet Control Panel are up to date with each other**

# Remote Access

### Dial Up Remote Access

You can remotely access the handset menu by dialling in to the trueCall unit but withholding your phone number (dial ‘141’ before the number). When trueCall plays you the shield or screening announcement press the Star key (✶). trueCall will then ask you for your PIN. The default PIN is the last four digits of the unit’s serial number (printed on the barcode label on the underside of the unit). Once you have entered the correct PIN you have full access to the handset menu.

Sometimes you may want to do a Weblink to check something, but you live some way away from your relative. It’s not always easy to ask them to press trueCall’s button to do a Weblink so Remote Access also allows you to tell the trueCall unit to do a Weblink. Make a Remote Access call to your relatives phone and when trueCall plays you its menu dial ‘✶✶’. trueCall will confirm, and ask you hang up, and it then does a Weblink.



### 5. Record a personal announcement

If you are using the Trusted Callers Only Profile we strongly recommend that you re-record the screening announcement to meet your own particular needs. trueCall Care has a default screening announcement that says:-

> *“This line only accepts calls from authorised numbers. If your call is important please try an alternative number or enter your code now.”*

You can leave this as it stands, but you will almost certainly want to record a personalised version giving the carer’s name and contact details.

The screening announcement can identify your relative, give an alternative contact number, and invite the caller to enter their code. For example:-

> *“Hello, Mary only accepts calls from friends and family members. If you need to get through to her please hangup and call her son John on 07767 xxxxxx, that’s 07767 xxxxxx , or enter your code now - Thank you”.*

Alternatively you could be more cautious and not give out the full number:-

> *“Hello, Mary only accepts calls from friends and family members. If you need to get through to her please hangup and call her son John on his mobile number ending 212, or enter your code now - Thank you”.*

You can record your own announcement through the handset menu (page 15).

### Note: Pendant alarm systems

Many of our customers use trueCall alongside a pendant alarm system. We recommend that you to test the alarm system after you have installed the trueCall unit to ensure that it is operating correctly.

## 6. Checking the operation of the trueCall Care unit

Now that you have installed trueCall, recorded a screening announcement, and put some numbers on the Trusted Callers list you are ready to carry out three simple tests to check that everything is working correctly.

To run these tests you will need a mobile phone that has been registered on trueCall's Trusted Callers list.

### Test 1 - Dialling in as a trusted caller

Call in to the landline from your mobile phone - it will ring as normal. Pick up the landline phone and check that you are connected. If the landline does not ring and you hear an announcement then either the phone line is not supplying the Caller-ID, or your mobile phone's number is not on the Trusted Callers list.

### Test 2 - Dialling in as an untrusted caller (1)

Call in to the landline from your mobile phone and prefix the number you dial with '141'. This will withhold your Caller-ID making you an unrecognised and untrusted caller. trueCall will answer the phone and play you the appropriate announcement. Don't press any key - your call will be terminated and the phone will not ring.

### Test 3 - Dialling in as an untrusted caller (2)

Call in to the landline from your mobile phone and prefix the number you dial with '141'. This will withhold your Caller-ID making you an unrecognised and untrusted caller. trueCall will answer the phone and play you the appropriate announcement. Enter the requested key or the Callers Code - the phone will ring. Pickup and check that you are connected.

**Congratulations - trueCall Care is now set up!**

We recommend that you repeat these tests when you install the trueCall Care unit at your relative's home. Contact our support team during office hours if you have any problems (page 24).



**5►Set the system date and time** - trueCall Care sets its date and time by dialling into our server when you power it up (an 0208 number). Alternatively you can set the date and time manually here.

**6►System information** - This option tells you about the trueCall Care unit - software version, details of the memory card, unauthorised access attempts and other information that may be required if you call customer services.

**7►System reset** - This resets the system to its factory settings. It deletes any announcements you have recorded, the Trusted Caller, Outgoing Call Barring, and Zap lists, and resets the Callers Code and any other changes you have made to the options. It will also reset the PIN to the last 4 digits of the serial number printed on a label on the underside of the unit. If you reset the system you CANNOT later retrieve any of this information.

The announcement needs to announce you ("You're through to the Smiths"), tell invited callers to press the Shield Breakthrough Number, and tell cold callers to hang up.

* Different trueCall units use different Shield Breakthrough Numbers - yours may not be '5'.

**4►3►Record a personal Zap announcement** - This is the announcement played to callers whose number is on the Zap list. The standard announcement is:-

*"We're not interested in your call – please hang up now and don't call us again".*

**4►4► Record a personal 'wait' announcement** - If you use either the Filter or Filter (international) Profile this is the announcement that is played to the caller after they have pressed the correct key. The standard announcement is:-

*"Thank you – I'm trying to put you through, please wait a moment".*

You may like to personalise this by saying *"Please be patient, it sometimes takes a while to get to the phone*".

**4►5►Record a personal voicemail announcement** - This announcement needs to invite the caller to leave a message. The standard announcement is:-

*"Hello - I'm afraid that we're unable to take your call at the moment, please leave a message after the tone"*

**4►6►Record a personal 'not available' announcement** - This announcement invites the caller to ring back later - it is used if the voicemail feature has been turned off or the message memory is full. The standard announcement is:-

*"I'm afraid that we're unable to take your call at the moment, please call back later".*



# Managing incoming calls

trueCall Care has three incoming call handling profiles for you to choose from. Each offers a different level of protection from unwanted calls. The Filter Profile is the default setting and provides the lowest level of protection, and the Trusted Callers Only Profile gives the most. You can change the profile whenever you want so that trueCall Care gives the appropriate level of protection at all times.

All the profiles allow calls from trusted callers to get straight through unimpeded, the difference is in the way they control unrecognised callers.

***Filter Profile (default)***

If the caller is not recognised as a trusted caller, trueCall will answer the phone itself and play the Shield announcement to the caller:-

*"If you're family, a friend or an invited caller please press 5*, if you're a cold caller please hang up and don't call us again".*

If the caller presses '5' the phone will then ring.

This profile completely blocks automatic recorded message calls, and the vast majority of telemarketers will hang up when they hear this announcement. Occasional callers who may not yet be on the Trusted Callers list, those calling from abroad, or callers who withhold their number can get through by pressing the requested number.

* Different trueCall units use different Shield Breakthrough Numbers - yours may not be '5'.

***Filter (International) Profile***

Many nuisance and scam calls come from overseas call centres. These calls often arrive without a Caller-ID, just with a notification that they are 'International'. trueCall Care's Filter (International) Profile is based upon the Filter profile, but adds protection against unwanted international calls.

If the call is from the UK it is handled as in the Filter Profile, if the call is from abroad trueCall will answer the phone itself

and play the screening announcement to the caller:-

*"This line only accepts calls from authorised numbers. If your call is important please try an alternative number, or enter your code now".*

The caller can only get through If they know the 2 or 3 digit Callers Code. You can give this code to friends and relatives who live abroad so that they can get through.

You can record your own version of the screening announcement in your own voice (page 15).

***Trusted Callers Only Profile***

The Trusted Callers Only Profile gives the maximum protection against unwanted calls. If the caller's number is on the Trusted Callers list the phone rings as normal, all other callers hear the screening announcement, and can only get through if they know the Callers Code.

If you select the Trusted Callers Only Profile we strongly recommend that you record a personal screening announcement - for example:-

*"Hello, Mary only accepts calls from friends and family members. If you need to get through to her, please hang up and call her son John on 07767 xxxxxx – that's John on 07767 xxxxxx – or enter your code now. Thank you".*

Anyone who calls who has a legitimate interest in contacting Mary will be able to call John. Telemarketers and scammers will not do this. Other possible wordings for this announcement are discussed on page 7.

**The Zap list -** There may be some numbers that repeatedly call your relative that you would like to block. trueCall has a special list for these numbers called the Zap list. Whichever profile you select, trueCall Care will block any number on the Zap list with an announcement:-

*"We're not interested in your call – please hang up now and don't call us again".*



call recording off, to record selected incoming calls, or to record all incoming calls. For more information see the separate trueCall Call Recorder guide.

**3►3►2► Outgoing call settings** – You can choose how outgoing calls are recorded. Options are as above.

**4►Record personal announcements** - You can personalise many of the trueCall announcements by recording them yourself. Callers prefer to hear announcements made in a familiar voice as it confirms to them that they have got through to the right number. By re-recording the announcements you can personalise the wording to suit your particular needs.

People often find it useful to write down what they want to say before recording the announcements. Make sure that you are in a quiet place, as any background noise will be picked up on the recording. You can record and re-record them as many times as you like until you are happy with them.

When you have finished the recording, dial in to the phone from another line and check that the announcements are operating as you would like. You can always re-record them or revert back to the standard announcements.

**4►1►Record a personal screening announcement** - If you are using the Trusted Callers Only Profile the screening announcement is played to callers who call from a number that is not on the Trusted Callers list. If you use the Filter (International) Profile it is played to international callers.

The purpose of the announcement is to discourage telemarketers and scammers, but to ask legitimate callers who have been blocked to either call the carer, or enter the Callers Code. See the suggested announcements on page 7.

**4►2►Record a personal Shield announcement** - The standard Shield announcement is:-

*"Hello - If you're family, a friend or an invited caller please press 5*, if you are a cold caller please hang up and don't call us again".*

# Handset menu

The handset menu allows you to change trueCall Care's settings. To access the menu, pick up the telephone, wait for the dial tone and press the button on the top of the unit (or just dial '# ✶').

If you have voicemail turned on, trueCall first plays back any messages, then plays the handset menu (you can press '0' to skip the messages). trueCall then lists the options. Once you have heard the option you want to select, just press the key - you don't have to listen to all the options.

The following options are available in the menus:-

**1►Listen to messages (and call recordings)** - Listen to the new and saved messages. If you have a trueCall Call Recorder memory card you can also listen to call recordings.

**2►Change trusted caller list**

**2►1►Add a telephone number to the list** - Enter the full telephone number (including the dialling code) that you want to add to the Trusted Callers list.

**2►2► Check a number -** Enter a full telephone number to check whether it is on the trusted caller list, and if it is, you have the option to delete it.

**3►Change trueCall options**

**3►1►Call handling profile** - Profiles allow you to specify how you want trueCall to handle incoming calls. You can choose from one of three profiles – Filter, Filter (International), or Trusted Callers Only (pages 9 and 10).

**3►2►Change Callers Code** - The default Callers Code is the last two digits of the serial number printed on the barcode label on the underside of the unit. You can change it to a more memorable two or three digit number.

**3►3► Change Call recording settings (option only available if memory card is installed)**

**3►3►1► Incoming call settings** – You can choose how incoming calls are recorded. Options are to turn incoming



You can record your own Zap announcement (page 16).

**Callers Code** - The Callers Code is by default the last two digits of the serial number on the barcode label on the underside of the trueCall unit. You can change this to something more memorable using the handset menu (page 14) or the Internet Control Panel (page 19).

**Managing the Trusted Caller and Zap lists** - It's easy to put people onto the Trusted Caller list or the Zap list using either the handset menu (page 14) or the Internet Control Panel (page 19).

**Voicemail** - Many people with dementia are unable to manage voicemail, however if they can, then trueCall has its own built in voicemail system that you can turn on at the Internet Control Panel (page 19).

| Profile | Call handling | |
|---|---|---|
| **Filter** | Trusted callers | Ring the phone |
| | Zap list callers | Block the call with Zap announcement |
| | Anyone else | Ask the caller to press the Shield Breakthrough Number |
| **Filter (International)** | Trusted callers | Ring the phone |
| | Zap list callers | Block the call with Zap announcement |
| | International callers | Ask the caller to ring the alternative number (with Callers Code override) |
| | Anyone else | Ask the caller to press Shield Breakthrough Number |
| **Trusted Callers Only** | Trusted callers | Ring the phone |
| | Zap list callers | Block the call with Zap announcement |
| | Anyone else | Ask the caller to ring the alternative number (with Callers Code override) |

# Other features

## Off-hook warning

Sometimes, people will leave their phone off the hook either by knocking the phone handset out of its cradle, or by pressing the wrong button on a cordless phone handset. This makes their line engaged and leaves them uncontactable.

This is something that happens from time to time to us all, but it is a major problem for older people because friends, family members and carers will become concerned if they cannot contact them. There is also the problem that some pendant alarm systems will not work if the phone is left off the hook.

trueCall Care has an off-hook warning feature that plays an announcement through its speaker if the phone has been taken off the hook and no number has been dialled within 30 seconds. The announcement *“One of your telephone handsets is off hook - please replace it”* is repeatedly played until the handset is replaced.

Note - trueCall Care will not warn you if you have left a phone plugged into another extension socket off the hook.

## Management over the Internet

You don’t have to be with your relative to manage and control the trueCall unit - you can do it from your own home via the Internet Control Panel (page 19).

## Dial up Remote Access

You can dial in to the trueCall Care unit from anywhere in the world and access the telephone handset menu. This allows you to listen to voicemail messages, record screening announcements, change settings, or add numbers to the Trusted Callers list (page 18). You can tell trueCall to do a Weblink during a Remote Access call (page 16).



## Selective outgoing call barring

Some people suffering from dementia or obsessive compulsive disorder dial the same phone number repeatedly. They may call the speaking clock, a doctor’s surgery, or a member of the family. This can run up high phone bills and be a nuisance to the people who receive the calls.

trueCall Care’s outgoing call barring feature allows you to block calls to certain phone numbers (or number ranges). When your relative dials one of the barred numbers they will just hear an unobtainable tone. This stops the call disturbing the called party, and prevents a bill being run up. Repeated failures to get through may discourage your relative from making further calls to these numbers.

You can block calls to whole ranges of numbers - for example calls to premium rate lines, international calls, or calls to a particular geographic region. As well as blocking calls dialled with the full dialling code, you can also block calls where only the local number is dialled. See page 20 for details of how to manage the Outgoing Call Barring list.

Note that if trueCall is disconnected or powered down your relative will be able to call any number they want.

## Phone call recording (optional)

Telephone conversations can be recorded if you buy the optional trueCall Call Recorder memory card. Call recordings are useful to clear up misunderstandings and identify mis-selling. It can even identify cases of financial abuse where a trusted caller is threatening or cajoling your relative to send them money. Call recordings can be listened to via Remote Access, and can be transferred from the trueCall Call Recorder card to a PC to be stored, played back, or emailed.

It is legal for an individual to record personal phone calls for their own purposes, so your relative must be made aware that this is happening.